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| Mo the Project Support Staffer | **Access/Equipment:**  Dell laptop, Blackberry phone, RSA token |
| **Bio:**  Mo puts together inputs from all the PMs and organizes the information into several reports for the PMO to make decisions. These artifacts include the Master Project List (MPL), the weekly status reports, change requests, the Risk & Issues report and the T&I Roadmap. Every week she has to compile data from dozens of spreadsheets to extract status information to create “stoplight” reports for status (red, yellow and green). She also has to follow up with PMs that are late filing reports to see if they had anything to update.  She also has to process requests for new projects. There can be dozen per week. She has to review the requests and follow up with the requestor in case of missing or unclear information. Since there are so many requests with odd names, she has to remember details of each to help PMO management keep them all straight. | **Environment:**  **Central office** – cubicle is centrally located so she is near many teams and the PM management  **Telework** – the nature of the job make telework very difficult as people are constantly “dropping by” for clarification or help with a form |
| **Goals:**  Collect, process and keep information organized and understandable for various stakeholders: PMs, PMO management, business owners, product owners, and T&I management. | **Average Time spent:**  **Intake form:** varies  **Weekly Status:** 8 hours  **Change Requests:** varies  **Report Generation:** 8 Hours  **Roadmap:** 2 – 4 hours |
| **Frustrations:**  PMs and PMO management all rely on her to be an expedient and knowledgeable keeper of this information. She has to prepare several kinds of reports to show the varied information so she is constantly creating and revising materials in PowerPoint, Excel and Word. This takes an incredible amount of time and effort.  When reviewing items for the dashboard, she often has to determine the categorization and severity level for each risk based on the written descriptions from the weekly reports. This introduces a level of subjectivity that the PM might not agree with and is time consuming. Additionally, across PM reports there is no consistency with how the information is organized so she has to hurt for the information in many places.  Version control becomes hard to manage with so many inputs from numerous sources. | **Usage:**  Master Project List  Intake Form  Consolidated Project Document  Weekly Status Report  Portfolio Dashboard  Change Requests  T&I Roadmap |